Hello to all of our valued RCRA members! The Board of Directors, in partnership with the Omni Interlocken Golf Resort & Spa, would like to extend a warm welcome to colorful Colorado.

It has been an absolute pleasure coordinating the National Conference. The Board has been developing ways to elevate our game, collaborating with new recruitment committees, and exploring innovative growth opportunities. As you navigate your way through the conference this year, I would like to extend two challenges this year:

1) Dig deeper with every interaction and reflect on the ways you can take back the knowledge gained here in order to elevate your game back home. You will have opportunities to explore enhanced program ideas, a selection of vendor options, ways to motivate your teams, recruiting opportunities, networking engagement sessions, and so much more.

2) Elevating RCRA is up to our members. If you are passionate about carrying out a meaningful and relative aspect that can be integrated throughout the next year for our members - let’s talk now and put your passion into action!

I would like to formally thank the following individuals. Lisa Linden and Kevin Nelson of the Educator Committee, Lisa Jennings of the Vendor Committee, Annie Pilek and Kari Bowman of the Professional Committee, and Katie Liebler of the Student Committee. This handful of dedicated individuals have been the driving force of the recruiting tactics and membership benefits that were developed during the Strategic Summit of 2018, along with their dedicated committee members and board director leads. Additionally, Josh Carroll has spent numerous hours rebuilding the Journal of Tourism Insights and has done incredible work to revive this vehicle for research publication, a true harmony to our industry. There are many more members deserving of appreciation of their dedication to the Association and the list could take up this entire program this year which is magical. RCRA is truly a full team effort and to those that have dug in this year, thank you sincerely.

With the support of the above-mentioned efforts, the Board of Directors has been able to focus forward for the Association. We have been busy updating and taking full control of our website, restructuring the roles and board responsibilities to provide balance among the team, exploring future opportunities for membership and financial growth of the Association, and continuing to provide creative communications to our members. To learn more details about the Association’s metrics over the last year, and the plans for year ahead, I invite all members to attend the Annual Membership Business Meeting on Monday morning. To become an active member and contribute your talents on a committee, I encourage you to attend a committee town hall session on Tuesday morning.

I look forward to making giant moves to elevate the future of the industry together!

- Marilou Welling
RCRA President
GENERAL INFORMATION

Registration Desk Hours
Saturday: 3:00 p.m. - 6:00 p.m. (Morsels)
Sunday: 8:00 a.m. - 5:00 p.m. (Atrium)
Monday: 8:00 a.m. - 5:00 p.m. (Atrium)
Tuesday: 8:00 a.m. - 5:00 p.m. (Atrium)

Vendor Showcase
SUNDAY
Vendor Setup: 8:00 a.m. - 11:30 a.m. (Garden Foyer)
Trade show: 1:30 p.m. - 5:30 p.m. (Garden Foyer)
Educational Demonstrations: 3:15 p.m. - 4:00 p.m. (Centennial)
MONDAY
Trade show: 8:00 a.m. - 5:00 p.m. (Garden Foyer)
TUESDAY
Vendor Town Hall: 8:30 a.m. - 9:30 a.m. (Alder)

Job Fair/Interviews
SUNDAY
Job Fair 101: 4:15 p.m. - 4:45 p.m. (Pine)
Job Fair 201: 4:45 p.m. - 5:15 p.m. (Interlocken Foyer)
MONDAY
Job Fair: 9:15 a.m. - 10:30 a.m. (Interlocken Ballroom)
Interview Draft: 11:00 a.m. - 12:15 p.m. (Pine)
Students Interview Pick-Up: 3:30 p.m. (Registration Desk)
TUESDAY
Interview Block 1: 10:00 a.m. - 12:30 p.m. (Interlocken Ballroom)
Interview Block 2: 2:00 p.m. - 4:30 p.m. (Interlocken Ballroom)

Awards Lunch and Gala Dinner
The Awards Lunch and Gala Dinner are for all registered RCRA Conference attendees. If traveling with a guest that is interested in attending, please purchase a ticket at the Registration Desk:
$30 for the lunch and $45 for the dinner. If you have any dietary requests or restrictions, please complete the dietary request form at the Registration desk.

Ways & Means: Vacation Packages & More
SUNDAY
Drop of your donations to the Registration Desk
It’s Glow Time presents: The Lucky Logo Auction! Donated swag from our agency members will be raffled off and you could be the lucky winner going home representing our member properties.

MONDAY
Last Chance to drop off vacation packages.
An innovative auction will be held during the Annual Gala where you will have a chance to bid on a dream vacation! Phone your best friends or family members and dig deep in those pockets - this is the largest fundraising event that sponsors the Student Scholarship Fund.

TUESDAY
Let’s get WILD with an Adventure Map Trap that will have you anticipating your win!

Dress Code During the Conference
Business Dress is suggested for all of the sessions unless otherwise stated in the program.
Conference Badge - Please wear to all sessions in order for the Omni Interlocken staff to verify you are with RCRA.
HOTEL INFORMATION

Front Desk Information
OPEN 24 HOURS
Dial '0' from your in-room phone
Check-In: 3:00 pm
Check-out: 11:00 am
Wake-up call services available
Complimentary hotel shuttle within 3 mile radius
Concierge available

Interlocken Golf Course
Award winning Golf Course
27 Holes / Three 9-Hole Courses
Free use of Driving Range as a Hotel Guest
Free club rentals with driving range only
Discounted Pricing on Golf for Hotel Guests
Tee Times Daily starting at 9:00 am
To book golf dial: 303-464-9000

Mokara Spa
Massage, Facial, and Body Treatments available
Manicure / Pedicure Services
Dial '3266' from your in-room phone
Located on the Garden Level

Fitness Center
OPEN 24 HOURS
Located on the Garden Level

Pools / Hot Tub
OPEN DAILY
6:30 am - 11:00 pm
Outdoor / Heated pool and hot tub
Located on the Garden Level

Daily Housekeeping
Housekeeping available daily
Evening turndown service available
Dial '0' from your in-room phone

In-Room Amenities
Non-smoking hotel rooms
Foam and feather pillows
Coffee maker
Refrigerator
Iron and ironing board
Hair dryer
In-room safe
Individual climate control
Alarm clock
WiFi Internet service
On-demand entertainment available
48" flat screen television

ON-SITE DINING OPTIONS

MERITAGE RESTAURANT
Breakfast
Monday - Sunday
6:30 am - 11:00 am

Brunch
Sunday
9:00 am - 1:00 pm

Lunch
Monday - Friday
11:00 am - 2:00 pm

Dinner
Monday - Saturday
5:00 pm - 10:00 pm

TAP ROOM
Monday - Friday
2:00 pm - 1:00 am

Saturday
11:00 am - 1:00 am

Sunday
11:00 am - 12:00 am

MORSELS COFFEE SHOP
Open Daily
6:00 am - 7:00 pm

FAIRWAYS RESTAURANT
Open Daily (weather permitting)
11:00 am - 3:00 pm

GUEST ROOM DINING
Breakfast
6:30 am - 11:00 am

Dinner
4:00 pm - 11:00 pm

OFF-SITE OPTIONS AVAILABLE
SEE CONCIERGE FOR MORE DETAILS
ALL DAY

WELCOME TO THE 2019 RCRA NATIONAL CONFERENCE | BROOMFIELD, CO
Check out the Omni Interlocken Resort and surrounding area before the conference fun begins! Enjoy a round of golf at the Interlocken Golf Club, rejuvenate with a massage at Mokara Spa, or grab a bite to eat on property. Want to get out and see the sights? Check out scenic Boulder or downtown Denver, just a short drive from the property.

3:00 pm - 6:00 pm

REGISTRATION | MORSELS COFFEE SHOP COUNTER
Pick up your welcome bag, conference program, and name badge. Familiarize yourself with the 2019 agenda, hotel layout, and this year’s auction items.

4:30 pm - 5:30 pm

STUDENT SCHOLARSHIP RECIPIENT TRAINING | ASPEN
Recipients of the 2019 RCRA Student Scholarship meet to discuss their conference duties.

7:30 pm - 8:00 pm

NEW MEMBER MINGLE | LOBBY COURT
New RCRA members, the Board of Directors would like to invite you to join us for a casual welcome gathering.

8:00 pm - 9:30 pm

MEMBERSHIP MIXER | TAP ROOM
Agencies, Educators, and Vendors - meet, greet, mingle and network.

STUDENT MIXER | THE 2ND FLOOR LOFT
Students - get "clues" in a chill environment as you prepare for conference.

CONFERENCE TIP
Long travel, time zone changes, and altitude levels all have one side effect in common - drowsiness/fatigue. We have a jam-packed conference ahead, don’t be afraid to "listen to your body" and get some extra rest.
SUNDAY | NOVEMBER 10, 2019

DRESS CODE: [DAY] BUSINESS CASUAL | [EVENING] CASUAL

8:00 am - 5:00 pm
**REGISTRATION | ATRIUM**

Pick up your welcome bag, conference program, and name badge. Familiarize yourself with the 2019 agenda, hotel layout, and this year’s auction items. **Drop off your Lucky Logo items by 4:00 p.m.**

8:30 am - 9:00 am
**CONFERENCE KICKOFF**

**SPRUCE [STUDENTS/EDUCATORS] | PINE [PROFESSIONALS/VENDORS]**

“Need to Know” tips, tricks and conference overview for all members. Get useful information that will help guide you through the next three days for a successful conference experience.

9:00 am - 10:00 am
**KEYNOTE SPEAKER - AVISH PARASHAR | CENTENNIAL**

**Ding Happens! How to Improvise, Adapt, and ELEVATE in an Ever-Changing World!**

It's easy to reach goals, perform well, and take yourself to new heights when everything goes according to plan. The real test is how you react when things go wrong - and they will! These make-or-break moments are the "Dings!" of life. Handle them well and you can continue to new heights and Elevate your personal and professional life. Handle them poorly and you end up adding stress and complication to your life and bring your efforts crashing to the ground.

10:15 am - 11:00 am
**THE BIG GAME SHOW | CENTENNIAL**

Join us for a fast-paced, high-energy live game show experience!

11:15 am - 12:15 pm
**GENERAL SESSIONS | VARIOUS LOCATIONS**

**PERSONAL BRANDING WORKSHOP | SPRUCE**

**PRESENTER: NESTOR VILLALOBOS**

In this session, learn real-world skills that will help attendants secure a rewarding career in the profession of their choice. The two-part seminar will initially feature a hands-on exercise where participants will create and/or improve their LinkedIn profiles and resumes. Afterwards, learn unorthodox tactics and techniques for not only obtaining interviews, but also converting them into lucrative job offers. Laptops/tablets is strongly encouraged.

**STARTING THE SHIFT | PINE**

**PRESENTER: JESSIE DECKER**

An effective pre-shift meeting can make or break a team. It allows for connections to be made and information communicated, guiding the team to a successful day together. Leaders and staff alike can be the ones responsible for this and we should never let an opportunity pass to strengthen and bond the team. In this session we explore the what, why, and how of facilitating pre-shift exercises with our teams. We will explore active and meaningful ways to engage our teams so that we are all well prepared to start our shifts. Together we will take the opportunity to create new activities to share!
SUNDAY | NOVEMBER 10, 2019
DRESS CODE: [DAY] BUSINESS CASUAL | [EVENING] CASUAL

12:30 pm - 1:45 pm
AWARDS LUNCHEON | CENTENNIAL
Join us for a welcome lunch recognizing members for their contributions to the Recreation Industry and RCRA by awarding the following: Outstanding Professor Award, Premier Recreation Operation Awards, Outstanding Student Award and Student Scholarships.

Did you enjoy this year’s Keynote Speaker? Avish will be signing copies of his book in the Atrium before the Awards Luncheon!

1:45 pm - 5:30 pm
VENDOR TRADESHOW | GARDEN FOYER
Conference attendees are invited to meet one-on-one with RCRA vendors to learn what’s new in the industry and how to enhance programming and the guest experience.

2:00 pm - 5:00 pm
RESEARCH SYMPOSIUM PRESENTATIONS | SPRUCE

PRESENTER: DR. JOSHUA CARROLL [2:00 pm - 2:25 pm]
Economic Impacts and Visitor Perceptions of Bike Virginia.

PRESENTER: DR. SOO KANG [2:30 pm - 2:55 pm]
Cannabis Tourists - Who they are and what they do while visiting Colorado.

PRESENTER: DR. CHARLES HAMMERSLEY [3:00 pm - 3:25 pm]
Teach Happiness - Developing & Assessing a Happiness Course.

PRESENTER: DR. MARY WISNOM [3:30 pm - 3:55 pm]
Becoming the Hospitality Industry Employer of Choice.

PRESENTER: PROFESSOR SCOTT ROOD & DR. ANDY HOLDNAK [4:00 pm - 4:25 pm]
2019 RCRA Wage Compensation and Satisfaction Survey Results.

PRESENTER: DR. JOSHUA CARROLL [4:30 pm - 4:55 pm]
Effects of Climate Change on Tourism in the Mid-Atlantic.

CONFERENCE TIP
Did you know that our Research Symposium Presentations can be submitted for consideration to the Journal of Tourism Insights, the official refereed publication of RCRA? The Journal of Tourism Insights, an electronic journal, promotes research in the commercial recreation, event and travel industries that will educate practitioners, educators, and students on relevant issues that enable organizations to be more effective and efficient.
SUNDAY | NOVEMBER 10, 2019
DRESS CODE: [DAY] BUSINESS CASUAL | [EVENING] CASUAL

2:00 pm - 2:25 pm
PROGRAM EXCELLENCE: SHARK TANK | PINE
An interactive session everyone can get ideas from! Applicants for RCRA’s Excellence in Programming Award will make the case for why their program is most deserving of the award through Shark Tank Style “pitches”. Session attendees will be able to ask the contestants questions and have the opportunity to vote on their favorite program at the conclusion of the session. *Presenters please set up at 1:45 p.m.

2:30 pm - 4:00 pm
RESUME REVIEWS | BUSINESS CENTER
Students, have your resumes reviewed in real time by industry leading HR professionals. Revisions and reprints will be available for your convenience.

VENDOR DEMOS | PINE (WALKING TOUR)
See some our 2019 vendors in action during this interactive demo experience!

9 SQUARE IN THE AIR [2:45 pm - 3:05 pm]
FAREHARBOR [3:15 pm - 3:35 pm]
KEY LOG ROLLING [3:45 pm - 4:05 pm]

4:15 pm - 4:45 pm
JOB FAIR 101 | PINE
Students, come learn all about the 2019 job fair and interview process.

JOB FAIR SET-UP | INTERLOCKEN A/B
All participating job fair agencies gather to set up your job booth.

CONFERENCE TIP
Inside your 2019 RCRA National Conference welcome bag, you will have received lots of information about the job fair! You will find agency information and a preview of all the 2020 career opportunities available. You will also find a job fair room guide with layout and agency placements. Prepare for success and utilize the job fair to connect with all the properties. Come prepared with questions and excitement!
SUNDAY | NOVEMBER 10, 2019

DRESS CODE: [DAY] BUSINESS CASUAL | [EVENING] CASUAL

4:45 pm - 5:15 pm

**JOB FAIR 201 | INTERLOCKEN FOYER**

Students and job fair agencies meet during this interactive networking session.

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5:00 pm - 5:15 pm

**UNIVERSITY FACULTY FORUM | SPRUCE**

Educators are encouraged to come to this open forum discussion to de-brief the conference, discuss ideas and learn about the developments of the "Journal of Tourism Insights" (the official referred journal of RCRA). Educators that have attended all Research Symposium sessions will be eligible to vote for the recipient of the 2019 Excellence in Research award.

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5:15 pm - 7:00 pm | **DINNER ON OWN**

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7:00 pm - 8:30 pm

**IT'S GLOW TIME | PRIVATE DINING ROOM/MERITAGE**

Enjoy an evening of "glowing" entertainment! Play glow golf in the Private Dining Room and participate in additional mini glow games at the Meritage. Raffle tickets will be available for purchase at this evening’s event - 3 tickets/$5 or 5 tickets/$10. Get the chance to win more tickets when you participate in the glow games!

It’s Glow Time presents: The Lucky Logo Auction! Donated swag from our agency members will be raffled off and you could be the lucky winner going home representing our member properties.

Lucky Logo drawing will take place at 8:30 pm in the Meritage!

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9:00 pm - 10:30 pm

**AFTER GLOW | VARIOUS LOCATIONS**

**MOVIE NIGHT | PRIVATE DINING ROOM**

SPONSORED BY: OMNI INTERLOCKEN RESORT

Warm up inside with popcorn and treats as we enjoy Disney's "Frozen".

**VENDOR CONNECTION | TAP ROOM**

Create s'more connections with our 2019 vendors!
8:00 am - 5:00 pm

REGISTRATION | ATRIUM
All agencies donating vacation getaways for the auction, please drop off certificates at the Registration Desk by noon!

VENDOR TRADESHOW | GARDEN FOYER
Conference attendees are invited to meet one-on-one with RCRA vendors to learn what’s new in the industry and how to enhance programming and the guest experience.

8:30 am - 9:00 am
ANNUAL BUSINESS MEETING | PINE
Participate in the election of the 2020 Board of Directors and review association business items.

9:00 am - 9:15 am
JOB FAIR PREP
STUDENTS | SPRUCE
Get some last minute tips to make an impression from Lisa Linden!

JOB FAIR AGENCIES | INTERLOCKEN A/B
Get your job fair tables ready as we welcome in our emerging professionals.

9:15 am - 10:30 am

JOB FAIR | INTERLOCKEN A/B
Students bring your resumes and meet with professional agencies to discover perspective internship and employment opportunities.

COFFEE CONNECT | LOBBY COURT
Not interviewing? No problem! Join us for a casual mixer with other RCRA members.

10:30 am - 11:00 am

JOB FAIR DRAFT PREP | PINE
Job fair agencies collect your paddles and prepare for the annual draft.
MONDAY | NOVEMBER 11, 2019
DRESS CODE: [DAY] BUSINESS CASUAL | [EVENING] SEMI-FORMAL

11:00 am - 12.15pm
**JOB FAIR DRAFT** | PINE
Agencies, if you would like to interview students during the Tuesday interview sessions you must attend this draft to obtain your schedule.

12:15 pm - 1:15 pm | **LUNCH ON OWN**
**Pick up your pre-purchased lunch boxes at Morsels coffee shop!**

1.15 pm - 2.15 pm
**GENERAL SESSIONS** | VARIOUS LOCATIONS

**EMPLOYEES DON’T LEAVE BAD JOBS, THEY LEAVE BAD BOSSES** | CENTENNIAL
**PRESENTER:** DR. MATT CHASE
According to management research, the number one reason why people leave jobs is because of ineffective supervision and leadership. Closely related, most employees seek a healthy and meaningful relationship with their supervisor, particularly the millennial generation. This interactive session is designed to get attendees talking about their experiences with supervision, both good and bad. As a group we will identify when things become dysfunctional on the job. This session will conclude by highlighting current research on the topic, including the top ten habits of ineffective leaders.

**INTERVIEWING IN THE DIGITAL AGE - A LOOK INTO THE MIND OF A RECRUITER** | PINE
**PRESENTER:** MARY BUCKLEY & ANDREA SOLOMON
You’ve secured the interview...what’s next? In this interactive session, we will discuss the do’s and don’ts of phone, Skype and digital interviews and how to prepare for each type and master the interview. Get a firsthand look into the mind of a recruiter and what they are looking for.

**HAPPINESS HAPPENS HERE** | SPRUCE
**PRESENTER:** DR. CHARLES HAMMERSLEY
Participants will investigate the concept of happiness as related to the human condition through philosophical inquiry and analysis of various forms of creative expression including movies, video, and music. Participants will discuss the impact of implementing happiness concepts and programs in their work and agency programs.

**CONFEERENCE TIP**
**ATTENTION STUDENTS!** Are you ready to land your 2020 internship?! You can pick up your interview schedules at 3:30 pm TODAY at the Registration Desk! Good Luck!
MONDAY | NOVEMBER 11, 2019
DRESS CODE: [DAY] BUSINESS CASUAL | [EVENING] SEMI-FORMAL

2:30 pm - 3:30 pm
GENERAL SESSIONS | VARIOUS LOCATIONS

MANAGING MILLENNIALS | CENTENNIAL
PRESENTER: DR. KEVIN MCALLISTER
The interactive session will focus on improving managerial practices of engagement and empowerment for the growing demographic of millennials. Any workplace, particularly in most commercial recreation organizations, have the potential to include staff from five generations, each with its own characteristics that managers should understand to improve productivity in the workplace.

EVALUATING NEW PROGRAM IDEAS | PINE
PRESENTER: DR. ANDY HOLDNAK
Resort recreation managers tend to be creative people who often have many new program ideas. Sometimes it is challenging to propose these ideas to management. This session aims to give managers tools to evaluate these new ideas.

DREAM, BELIEVE, ACHIEVE... MAKING THE IMPOSSIBLE, POSSIBLE | SPRUCE
PRESENTER: BRIAN BEVACQUA
This presentation will focus on taking a seemingly insurmountable task or challenge and making it achievable. This includes major career changes or growth, overcoming site specific obstacles, and all the unforeseen challenges we face on a daily basis.

3:45 pm - 5:00 pm
GENERAL SESSIONS | VARIOUS LOCATIONS

INTERNSHIP SPOTLIGHTS| PINE
PRESENTER: 2019 RCRA AFFILIATED INTERNS
Hear first hand internship experiences and success stories from RCRA students

McKenna Brown [Omni Interlocken Golf Resort & Spa]
Celine Halt [Carnival Cruise Lines]
Taylor Deep [Walt Disney World]
Katie Liebler [Nemacolin Woodlands Resort & Spa]

TechKnowledgeE| SPRUCE
PRESENTER: LISA JENNINGS
High tech is in high demand these days. In this session, you’ll gain knowledge on how to incorporate high-tech into your programs, without losing the high-touch that gets guests to interact with your resort and one another. Part One is educational, with you learning the little touches you can use to upgrade your programs to 2.0 versions. Part Two is experiential, with you forming a team with up to 6 people to participate in a hands on high-tech challenge around the event area, making this a fun segue that will take you from educational sessions to evening entertainment! Come dressed comfortably with a fully charged smart phone or tablet and you’ll get recharged as you compete for fun prizes!
MONDAY | NOVEMBER 11, 2019
DRESS CODE: [DAY] BUSINESS CASUAL | [EVENING] SEMI-FORMAL

6:45 pm - 7:00 pm
**AWARDS GALA MIXER | CENTENNIAL FOYER**
Members, come gather before the gala for photos. And, purchase your beads for the ULTIMATE Heads or Tails fundraiser!

7:00 pm - 9:00 pm
**AWARDS GALA | CENTENNIAL**
Experience the National Conference in RCRA style at this semi-formal event.

Enjoy a wonderful dinner prepared by the Omni Interlocken culinary team. During the gala help us celebrate the Induction of Board of Directors, our annual Live Auction of multiple exciting vacation getaways, the 2019 National Conference Showcase and our Awards Presentations to include: Debbie Regnone Service Award, Howard Uibel Award, President’s Award, Property Host Award, Excellence in Research Award, Excellence in Programming Award, Dedication to Success Award, and Exiting Board Member Awards.

** An innovative auction will be held during the Annual Gala where you will have a chance to bid on a dream vacation! Phone your best friends or family members and dig deep in those pockets - this the largest fundraising event that sponsors the Student Scholarship Fund.
Resort Packages starting at $250.

9:00 pm - 10:30 pm
**THE GALA GET DOWN | PRIVATE DINING ROOM**
Boogie on over to the Private Dining Room and join us for an after gala celebration!

See you on the dance floor!

**CONFERENCE TIP**
Did you know that fundraising is the heart of our organization, and that the majority of our annual fundraising occurs at the National Conference? The Ways & Means committee hosts several fundraising efforts each year including the Silent Auction, Lucky Logo Raffle, Heads or Tails, and many more! Funding raised through these efforts helps support the Student Scholarship program each year. We hope you participate in this year’s efforts. Thank you for your continued support of RCRA!
TUESDAY | NOVEMBER 12, 2019
DRESS CODE: [DAY] BUSINESS  |  [EVENING] CASUAL/THME NIGHT

8:30 am - 9:30 am
TOWN HALL MEETINGS | VARIOUS LOCATIONS
Join us for a recap on the 2019 RCRA National Conference. Committee chairs gather real time feedback and discuss strategic plans for the future of the organization.

STUDENT COMMITTEE | CEDAR
VENDOR COMMITTEE | SPRUCE
EDUCATOR COMMITTEE | ALDER
PROFESSIONAL COMMITTEE | INTERLOCKEN D

10:00 am - 12:30 pm
INTERVIEW BLOCK #1 | INTERLOCKEN A/B
Students and professionals please refer to your interview schedule for time allotments.

12:30 pm - 2:00 pm | LUNCH ON OWN
** Pick up your pre-purchased lunch boxes at Morsels coffee shop!

2:30 pm - 4:00 pm
INTERVIEW BLOCK #2 | INTERLOCKEN A/B
Students and professionals please refer to your interview schedule for time allotments.

4:30 pm - 7:00 pm | DINNER ON OWN

COMMITTEE CHAIR COLLABORATION | INTERLOCKEN C [4:30 pm - 5:30 pm]

7:00 pm - 10:30 pm
THEME NIGHT SOCIAL | INTERLOCKEN A/B
Are you " WILD ABOUT RCRA"? It's time to dress up and party down with our annual theme night farewell party! Come dressed in your favorite "WILD" attire and prepare for a night of fun and music. Last chance to participate in this year's raffles!

CONFERENCE EXTRA
Not interviewing? Join us for an off-site activity. **Pre-registration required. Additional cost.
GET INVOLVED WITH RCRA

BECOME A COMMITTEE MEMBER!

STUDENT COMMITTEE
EDUCATOR COMMITTEE
VENDOR COMMITTEE
PROFESSIONALS COMMITTEE
WAYS & MEANS COMMITTEE
COMMUNICATIONS COMMITTEE

Ask a Board Member how, or visit www.rcra.org for information.

MONTHLY IDEA SHARE CALLS

JOIN US FOR A MONTHLY IDEA SHARE CALL WHERE WE COME TOGETHER TO EXCHANGE BEST PRACTICES.

TOPICS INCLUDE:

- HOLIDAYS
- RECRUITING
- CORPORATE EVENTS
- TRAINING
- CAMP PROGRAMS

AND MORE...!
BRIAN BEVACQUA

Brian has over 10 years’ experience in the hospitality and recreation field. Graduating college with a degree in Adventure Education, Brian went on to run his own business, start a non-profit organization, enter into the private recreation world, become a leader in the recreation industry, and worked his way to managing a resort recreation and tours department. Combine the above experience with an additional 5 years as a firefighter/EMT, and it is clear Brian is no stranger to overcoming the impossible. He has tackled challenges like understaffing, lack of resources, and even life and death. Through it all he has picked up some unique tips and tricks to share.

MARY BUCKLEY

Mary has a unique background as an educational consultant, hospitality professional, university professor and business owner. In 2015, Mary partnered with the casting and booking team of Carnival Cruise Line’s Entertainment Department to develop the first on-board entertainment internship in the cruise industry. As the internship coordinator for the Internship at Sea program, she manages the recruiting program for the Youth Staff and Fun Squad internship positions. Having over 18 years of higher education experience in experiential education, career services, study abroad programs, and employer relations provides her with a distinct understanding of all three perspectives of the recruiting triangle: the university, the student and the employer. Mary is an Assistant Professor at Johnson & Wales University, North Miami where she teaches within in the College of Hospitality Management. She draws great joy from facilitating the Internship at Sea program and hearing how it has impacted the students’ lives and solidified their career direction.

DR. JOSHUA CARROLL

Dr. Joshua Carroll is a professor of Recreation, Parks and Tourism at Radford University. His teaching and research focus on sustainable, nature-based tourism and how this can be used as a pathway toward positive community and economic development as well as ecological integrity. He has worked on many projects with agencies and organizations such as the US National Park Service, US Forest Service, State Parks, various beach communities, and river systems. His work has made valuable contributions in several locations such as New England, California, Colorado, Bahamas, Virginia, and Alaska.

DR. MATTHEW CHASE

Dr. Matthew Chase is a Professor of Recreation and Tourism Management at Eastern Washington University. Dr. Chase has been working in the field of higher education for over 30 years. He began his career in higher education as a university outdoor programmer. Over time, his administrative responsibilities increased; including five years in the role of dean of students. In 2000, Dr. Chase left student affairs and he began a second career in academics. In addition to teaching, Dr. Chase has served as an academic program director for sixteen years and he also has eight years of experience as a department chair. His association with RCRA began in 2001 when he took a group of students to Sunriver Resort, Oregon for a regional meeting. He has been associated with RCRA ever since.

JESSIE DECKER

Jessie Decker is a Human Resources specialist with the heart of a Recreation professional. She works as the Corporate Trainer at Chatham Bars Inn on Cape Cod. Jessie is a graduate of the University of New Hampshire and holds a B.S. in Recreation Management. Prior to training, she worked in the capacity of Intern, Recreation Manager, and Human Resources Manager at the 4-star resort. In her time away from work, Jessie can be found at a field or basketball court with her boys or teaching hula hoop fitness classes.

DR. CHARLES HAMMERSLEY

Dr. Charles Hammersley, Ph.D. is a professor in the Parks & Recreation Management Program at Northern Arizona University. In the past 21 years at NAU he has developed and taught courses across the PRM curriculum. His emphasis has been commercial recreation, facility design, ecotourism and happiness courses. Dr. Hammersley has presented numerous educational and research sessions at national, state and local park and recreation associations and agencies. Since 2015 he has taught the Happiness course to over 850 students and conducted happiness workshops for community groups.
Abby Hoeschler Delaney comes from a family of world champion log rollers. She created the portable, synthetic Key Log to make the fun and fitness benefits of log rolling accessible to anyone, anywhere. Key Log Rolling has introduced log rolling to over recreational programs worldwide.

Dr. Andy Holdnak, Ph.D., is the Assoc. Chair of Regional Programs for the Global Hospitality and Tourism Management Department at the Univ. of West Florida, Fort Walton Beach Campus. His operational background includes 12 years of managerial experience in the resort industry at locations. Holdnak served as President of the Commercial Recreation and Tourism Section of the National Recreation and Park Association (NRPA). He has also served as a board member of the Florida Recreation and Parks Association and is a past president of RCRA. He received his B.S. & M.S. from FSU and his Ph.D. from the Penn State Univ. He has two children.

Before opening Wildly Different in 2003, Lisa – who earned her Leisure Services & Studies degree from Florida State University - gained well-rounded experience from positions in event marketing; team building; corporate, resort, community, health club and senior recreation. Wildly Different (www.WildlyDifferent.com) organizes team building activities, charitable events, networking mixers, tradeshow enhancement and more, primarily to the corporate market. Wildly Different also consults with organizations to develop unique events that they can self-implement for their guests. Companies who have taken advantage of this service include several cruise lines (Disney, Celebrity, Norwegian and Royal Caribbean), Gaylord Palms Resort, Atlantis Resorts, The Phoenician and Disney Sports.

Dr. Soo Kang is a Professor in the Hospitality Management Program at Colorado State University. She has conducted research studies on residents’ quality of life issues in gambling communities, on visitor profiling at an international event and festival, and on cannabis tourism.

Dr. Kevin McAllister has taught at Springfield College for the past sixteen years in the Department of Sport Management and Recreation. Since 2010, he has been the graduate coordinator and has also served as chair of the department for five years. He has served in leadership positions on the Governance Board of USA Nordic Sports, a national leadership organization for Ski Jumping and Nordic Combined, as well as his community School Committee. His research of late includes sport grassroots development through youth sport and leadership. He authored a chapter on Strategy and Leadership in the edited text, Sport leadership in the 21st Century. Before a career in education, he worked for the Marriott Corporation, applying many of the managerial lessons from the professional world to the classroom.

John has been a member of RCRA for the past 6 years, starting out as an intern at Sunriver Resort after graduating with a degree in Recreation, Sport and Tourism from the University of Illinois Champaign-Urbana. After working in various recreation outlets, banquets, and reservation office he took on the challenge of Recreation Manager. Soon after, he became Recreation Director at the Resort at Squaw Creek in Lake Tahoe, California. Just over a year later, he shifted career paths and started working at an online activity booking software company called FareHarbor as an Account Manager in Denver, Colorado. He loves to attend concerts at the Red Rocks and spend time with his Australian Shepherd, Giro (sounds like hero) and is looking forward to connecting with students and professionals alike at his 6th RCRA conference!
2019 SPEAKER BIOS

STEVE OTEY

Steve Otey is the inventor of nine square in the air, and has work with teens, children, and families for over 20 years. He is experienced in leadership and facilitating group activities to build a community and break down walls. He lives in St. Louis with his wife and their four daughters.

AVISH PARASHAR

Avish has taught, performed, and studied improv comedy for over 26 years. He created, managed, and directed Polywumpus Improv Comedy from 1996-2002, and then performed, taught, and directed improv with Full Circle Theater from 2002 to 2008. In 2003 Avish launched his speaking and training business and now works delivering keynote presentations for state and national conferences and conducting training programs for a variety of companies across multiple industries.

PAMELA PETCASH

A Pittsburgh, Pennsylvania native, Pam has extensive domestic and international experience in the Entertainment, Hospitality, Recreation and Tourism industries. Fourteen years of her career were at sea with Norwegian Cruise Line, Royal Viking Line and Princess Cruises, serving in most Cruise Staff positions and ultimately as Cruise Director. Giving up her sea legs, she moved to south Florida and continued her passion working in the industry with the Florida Fun-Train; Atlantis Paradise Island and Atlantis Palm Jumeria Dubai; Celebrity Cruises and as a Special Projects Consultant. Currently she is Director, Entertainment Operations with luxury brands, Oceania Cruises and Regent Seven Seas Cruises, overseeing the Entertainment Operations for 10 cruise ships around the world. She has a proven background in creating and delivering a unique experience setting an organization apart from their competitors, exceeding guests’ expectations and having a positive impact on the bottom line.

PROFESSOR SCOTT ROOD

Professor Scott Rood is Department Chair in Grand Valley State University’s Hospitality and Tourism Management program. Scott worked as General Manager, Operating Partner and Area Manager in the commercial recreation industry. He has also owned and managed multiple restaurant café locations. Scott has experience in the regulatory side of the industry serving on the State of Michigan’s Carnival and Amusement Safety Board; and experience with destination marketing organizations, as Vice President of the Grand Haven Visitor’s Bureau. He is a former council member for the City of Norton Shores, and is a Past President of RCRA. Scott is co-founder and Administrator of the “Journal of Tourism Insights”; is an active peer reviewer, and has authored/co-authored over a dozen primary research articles and five book chapters.

ANDREA SOLOMON

Andrea Solomon, a Miami native, is a proud graduate of the University of Central Florida and has used her Elementary Education degree to propel her way through the recreation industry. Andi started her career with URJ Camp Coleman in Cleveland, GA as a seasonal employee and was quickly promoted to Assistant Camp Director, then Senior Assistant Camp Director. She joined Carnival Cruise Line in June 2015 and was instrumental in developing, implementing and recruiting for the inaugural Internship at Sea program. Her hardworking, personable, and detail-oriented leadership approach has served her well in her current role as the manager of casting and booking for the Entertainment Department.

NESTOR VILLALOBOS

Business leader, speaker, mentor and Ironman finisher, Nestor’s boundless energy is contagious. With undergraduate and MBA degrees from Bentley University, Nestor started his career in product management and launched hundreds of consumer products for two publicly traded companies – Dell and Systemax. Nestor teaches as an adjunct professor at Florida International University in the subjects of Entrepreneurship, Negotiation and Small Business Management. Nestor currently owns and manages Sharp Marketing, a rapidly growing 29-year-old promotional branding company based in Fort Lauderdale, FL that serves the hospitality and tourism industry.
Dr. Mary Wisnom is a Professor and Spa Management Coordinator for the School of Resort and Hospitality Management in the Lutgert College of Business at Florida Gulf Coast University. Mary boasts over 30 years of experience in the hospitality industry as a practitioner and educator. Her employment encompassed a variety of resorts and private clubs in Michigan, Colorado and Florida. Her work focused mainly in amenity management; overseeing spa/wellness, fitness, social/conference events, aquatic, and sports/recreation facilities and programs.

In the early 1990s, Dr. Wisnom left her position as Recreation Director of The Ritz-Carlton, Naples to enter Michigan State University’s Parks, Recreation and Tourism Resources Department and pursue her passion of teaching. In 1996, she began teaching full time at Central Michigan University and in 2006 joined the FGCU faculty. Research interests involve resort amenities, spa management and quality of work life practices. In 2012, Dr. Wisnom co-authored the textbook, Spa Management: An Introduction.

A big THANK YOU to all of the 2019 RCRA National Conference presenters.

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Because of your hard work and dedication, we are able to ELEVATE the overall operational success of this year's conference!

Alexandria Kenney
Alyssa McElroy
Celine Halt
McKenna Brown
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